

This Computes!

**Department of Health Services
Children's Medical Services Network
(CMS Net) - Information Bulletin # 135
REVISED**



Closing and Opening Cases on the Same Day

We have identified a problem with the MEDS update process for cases that are opened and closed on the same day. Some counties open and close cases on the same day in order to issue a SAR for a client that was eligible for CCS when services were provided but became ineligible for the program.

If your county follows this practice, it is necessary to modify the process as follows: when opening a case, the information to open and close the case must be entered on separate days*. Unless opening and closing of the case is handled in this manner, the "Known to CCS" indicator will not be set in MEDS and the claim for the service will be denied. The provider will receive a denial with RAD Code 314, "Recipient is not eligible for the month of service billed".

If you are contacted by a provider who has had a claim denied for RAD Code 314 and you find that the case was opened and closed on the same date, contact the Help Desk and request that the Case Status is restored to "Active". Once the Case Status is restored to "Active", the "Known to CCS" indicator will be set by MEDS and the provider should re-bill the denied claim. If the case is restored to "Active" before 12:00 noon, you may close the case the next day. **However, if the case is restored to "Active" after 12:00 noon you must wait two days before closing the case.**

Thank you for your patience and cooperation while we work toward resolving this issue. We are working with the MEDS staff to correct the problem and will inform you if and when the problem is resolved.

*** Note: IMPORTANT- If you open the case after noon on day one the case must not be closed for two days, closing the case prior to this will not set the "Know to CCS" and claims will deny.**

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